Fifteenth Annual Report of the Victims Assistance Committee of the Northwest Territories

April 1, 2003 – March 31, 2004

Northwest Territories Justice

October 5, 2004

The Honourable Charles Dent
Minister of Justice
PO BOX 1320
YELLOWKNIFE NT X1A 2L9

Dear Mr. Dent:

Victims Assistance Committee Annual Report

The Victims Assistance Committee is pleased to present its annual report for the fiscal year ending March 31, 2004.

This report details the disbursements from the Victims Assistance Fund (VAF) and reports on the activities of the victim services programs. The report shows that all partners in victim services programs made headway in our efforts to provide services to victims of crime.

The Victims Assistance Committee is working with the Department of Justice officials to increase Victims Assistance Fund revenues so the Fund can better meet growing demands to fund projects. The Victims Assistance Committee continues to support ongoing regional victim services programs and staff training as well as innovative short-term projects for small communities.

Victim services workers and volunteers are serving more victims with a wider range of services and a stronger network of referring agencies. They see more clients affected by the increase in violent crimes. To meet the complex needs of victims of violent crime, workers have become more skilled at both identifying the specific needs of victims and delivering more services to them. The growing number of victim services clients reflects the growing number of referrals by the RCMP and Crown prosecutors to our community victim services programs.

.../2

In addition to growth of established victim services programs, 2003-2004 saw the start of several exciting new initiatives. The NWT Victims Working Group, comprised of the program coordinators, began to train workers in Fort McPherson, Rae-Edzo, and Fort Providence. These new workers will provide services to victims in small communities where few or no services existed before, expanding support to more victims in need across the NWT. Justice Canada also expanded their support for victims, offering funding through the Victims Initiative to provide training, resources and support to new and experienced victim service workers.

I thank the following people for their hard work in supporting and promoting the needs and concerns of victims of crime in the NWT:

- Committee Members: Harriet Geddes, Fort Providence; and Nora Wedzin-Quitte, Rae-Edzo.
- Program Coordinators: Lana Woodfine and Christine Inglangasak, Inuvik; Clarinda Spijkerman and Marie Speakman, Yellowknife; Janet Grandjambe, Fort Good Hope; Alexandra Smith, Hay River; and Louise Beck, Fort Smith.
- Victim Services Support Workers: Marjorie Black, Rae-Edzo; Nellie Norwegian, Fort Providence; and Liz Wright, Fort McPherson.
- Victim Services Volunteers in Inuvik, Fort Good Hope, Yellowknife, Hay River and Fort Smith.

Sincerely,

Gail Cyr, Chairperson
Victims Assistance Committee

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Part I Victims Assistance Committee

VICTIMS OF CRIME ACT

The *Victims of Crime Act* establishes the Victims Assistance Fund and provides for the appointment of a Victims Assistance Committee.

VICTIMS ASSISTANCE FUND

The Victims Assistance Fund is a special purpose fund maintained with revenue from victims fine surcharges imposed by judges. The Victims Assistance Fund does not provide direct financial compensation to individuals but supports community-based projects and activities that provide services and assistance to victims of crime through:

- training to sensitize and inform community resource workers about the needs and circumstances of victims of crime;
- direct services which assist victims through crisis response, personal support, follow-up assistance, victim information and referrals;
- public awareness and information on the rights and responsibilities of victims, available services, the criminal justice system and its procedures and any issues relating to victims of crime;
- research into the needs and concerns of victims; or
- distribution of victim services information.

VICTIMS ASSISTANCE COMMITTEE

Committee members are appointed for three-year terms to make recommendations to the Minister of Justice on policies regarding the needs and concerns of victims of crime, and on the distribution of the Fund.

It is the Committee's objective to ensure the maintenance and on-going support of comprehensive community services including, but not limited to, victim support and assistance, coordination of criminal justice and community intervention and training of staff and/or volunteers. Where a full-service agency is not feasible, the Committee supports innovative community-based workshops and projects to assess and prevent violence.

COMMITTEE MEETINGS

The Committee meets monthly or as needed to review proposals and project reports. The Minister approved Committee recommendations for contributions amounting to $135,033.22 in 2003-2004.

STATEMENT OF REVENUE & EXPENDITURES

April 1, 2003 – March 31, 2004

Revenue	*Amount*
Balance from 2002-2003	$109,913.07
Victim Fine Surcharges – Territorial	$47,948.22
Victim Fine Surcharges – Federal	$37,951.72
Total	**$195,813.01**

Expenditures	*Amount*
Disbursements (see detailed listing below)	$135,033.22
Total	**$135,033.22**

BALANCE FORWARD	**$60,779.79**

VICTIM ASSISTANCE FUND DISBURSEMENTS

April 1, 2003 – March 31, 2004

Native Women's Association of the NWT **$30,665.00**

- *Direct services:* Towards the ongoing costs of the Yellowknife Victim Services Program to provide support, information, assistance and referrals to victims of crime in Yellowknife.

YWCA of Yellowknife **$30,138.00**

- *Direct services:* Towards the cost of providing support to children who witness family violence, including educational support groups, individual counselling for children and support and information for mothers. During 2003-2004, Project Child Recovery assisted 287 children and mothers and provided 1,531 hours of service toward their welfare.

Hay River Community Health Board **$15,000.00**

- *Direct services:* Towards the cost of continuing the Hay River Victim Services Program Coordinator's position at a full-time equivalent, and for gas, travel and program supplies.

Inuvik Justice Committee **$20,000.00**

- *Direct services:* Towards the ongoing costs of Inuvik Victim Services, so they can continue to provide victims of crime with information, support and referrals through the services of paid employees and trained volunteers.

Status of Women Council of the NWT **$4,000.00**

- *Planning for direct services:* Towards the cost of hiring a coordinator to develop a structure to ensure the Family Violence Action Plan is carried out and inform the public about the content of the Action Plan.

Status of Women Council of the NWT **$4,600.00**

- *Public awareness and information:* Towards the cost of producing and distributing public awareness materials for Family Violence Awareness Week, October 5-12, 2003.

Dogrib Community Services Board **$7,961.00**

- *Training:* Toward the cost of sending five delegates from the Dogrib region (two from Rae-Edzo and one each from Wha Ti, Gameti and Wekweti) to attend the Understanding and Healing the Intergenerational Impact of Sexual Abuse workshop in Edmonton, Alberta, January 19-24, 2004.

Family Counselling Centre **$2,697.00**

- *Training:* Toward the cost of sending two delegates from the Family Counselling Centre in Inuvik to the Northern Community Conference on Sexual Abuse in Whitehorse, Yukon, October 24-25, 2003.

Native Women's Association of the NWT **$2,003.22**

- *Training:* Toward the cost of sending a Victim Services Worker to the Northern Community Conference on Sexual Abuse in Whitehorse, Yukon, October 24-25, 2003.

Foster Family Coalition of the NWT **$3,867.00**

- *Training:* Toward the cost of sending two delegates to the Northern Community Conference on Sexual Abuse in Whitehorse, Yukon, October 24-25, 2003.

Dogrib Community Services Board **$1,500.00**

- *Awareness:* Toward the cost of advertising and supplies for Family Violence Awareness Week, October 7-13, 2003.

Dogrib Community Services Board **$1,500.00**

- *Awareness:* Toward the cost of advertising and supplies for National Addictions Awareness Week, November 16-22, 2003.

Native Women's Association of the NWT **$1,984.00**

- *Training:* Toward the cost for the Program Coordinator of Yellowknife Victim Services to attend the Understanding and Healing the Intergenerational Impact of Sexual Abuse workshop in Edmonton, Alberta, January 20-23, 2004.

Uncle Gabe's Friendship Centre **$3,542.00**

- *Promotion:* Toward the cost of producing program brochures and purchasing new computer hardware and software for Fort Smith Victim Services.

Wha Ti First Nation **$5,576.00**

- *Training:* Toward the costs for six delegates to attend the Understanding and Healing the Intergenerational Impact of Sexual Abuse workshop in Edmonton, Alberta, January 20-23, 2004.

TOTAL	**$135,033.22**

Part II Victim Services Programs

Community-based services to victims of crime in the NWT have been provided since 1989.

The Government of the Northwest Territories, through the Community Justice Division of the Department of Justice, provides assistance, training, resources and support to communities wishing to develop a victim services program.

The benefits of delivering community-based victim services are:

- victims feel comfortable accessing services through a community-based agency;
- services are available for victims of both reported and unreported crime; and
- there is greater opportunity to develop victim services most appropriate for the community.

This report demonstrates the Victim Services Program's accomplishments in 2003-2004. The 2002-2003 report provided baseline data and answered questions about the nature of victim services in the NWT. This year's report compares data from 2002-2003 with 2003-2004 results and discusses how victim services have changed.

This report shows, by almost every indicator, that victim services are doing more.

In 2003-2004 the Department of Justice continued funding community organizations to provide local victim services in Fort Smith, Hay River, Yellowknife and Inuvik. In addition, a victims services program was begun in Fort Good Hope. This program experienced a staff changeover, introducing a new coordinator in March 2004. Because the program was operational for only a portion of the year, its partial year statistics will not be included in this report.

TERRITORIAL MISSION STATEMENT

Victim services offer support, assistance, information, and referrals in a courteous and compassionate manner that respects the dignity and privacy of victims of crime.

OBJECTIVES

Victim services objectives are:

- to make contact with victims in a manner that expresses concern and support;
- to offer practical assistance and information;
- to provide liaison among police, Crown and other court personnel so that current information is available to victims and procedures do not unduly inconvenience them; and
- to assist victims to use the resources they need in order to deal with the effects of victimization

In 2003-2004, a total of six staff and 34 volunteers provided direct services to victims of reported and unreported crime. Direct services are provided to both primary and secondary victims of crime. Primary victims are directly affected by crime. Secondary victims are people, who because of a close relationship with a direct victim, are also affected by the crime.

SECTION 1 How many people used victim services?

Victim services delivers direct services to victims of crime. The number of clients served each month is divided into three categories: new cases, brief service contacts and cases continued from the previous month.

New cases are those with whom victim services spent substantial time and where ongoing contact was anticipated. Brief service contacts are people with whom victim services had telephone contact and brief service was provided, but no substantial time was spent and ongoing contact was not anticipated. Cases continued from the previous month are those people whom victim services continued to provide services.

Table 1.0 shows the overall use of victim services by community, type of contact and fiscal year. Both new clients and brief service contacts increased in 2003-2004. A twenty percent increase in brief service contacts (96 incidents) could be the result of several things: an increased familiarity and use of victim services by the communities, an increase in crime rates or an increased number of referrals made by the RCMP. New client cases remained stable, increasing by only three percent.

In 2003-2004, 876 clients were served, compared to 780 in 2002-2003, an increase of thirteen percent (96 clients). Victim services is helping more victims of crime.

Table 1.0 Total number of clients served by community and type of contact, 2003-2004

Community	*New clients*	*Brief service contacts*	*Total*
Fort Smith	31	106	137
Hay River	60	229	289
Inuvik	68	89	157
Yellowknife	119	179	298
Total	**278**	**603**	**881**
Total (2002-2003)	271	503	780
Change	+3%	+20%	+13%

Table 1.1 presents the average monthly caseload of a single victim services program in the NWT by type of contact and fiscal year. The number of new clients and continuing cases served by victim services each month increased by one percent. This increase is due to increases in new clients served and not in continuing cases, which declined by one percent. Victim services, although serving more clients each month, is serving them over a shorter period of time. The number of brief service contacts made each month by victim services increased by 20 percent.

Table 1.1 Average monthly caseload per community, by type of contact and fiscal year

	Regular clients				
Year	New clients	Continuing cases	Total	Brief service contacts	Total caseload
2003-2004	5.79	6.85	12.64	12.56	**25.1**
2002-2004	5.64	6.90	12.54	10.48	**23.3**
Change	+3%	-1%	+1%	+20%	**+8%**

Conclusion: Victim services served a larger number of clients in 2003-2004 than it did in 2002-2003, reflecting the increasing demand for victim services.

- Victim services are doing more.

SECTION 2 Who were served by victim services?

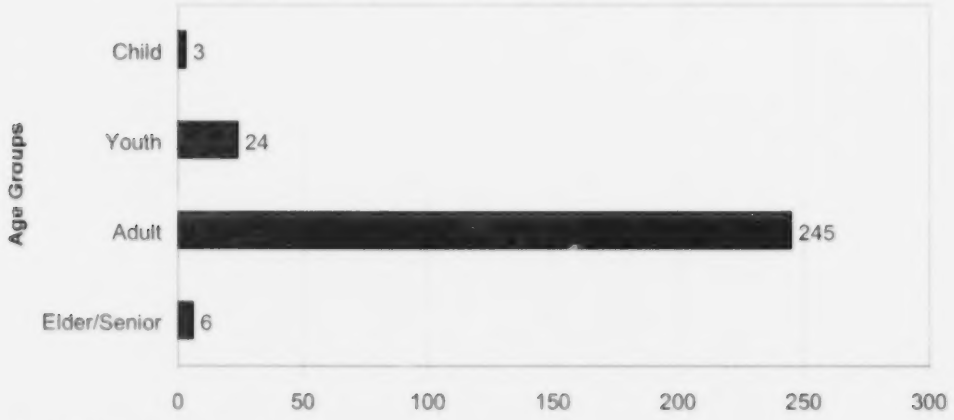
Services are provided to primary and secondary victims of both reported and unreported crime. Primary victims are the direct victims of crime, such as a female victim involved in a case of spousal assault. Secondary victims may include those who live with and/or have a close relationship with the direct victim. An example of a secondary victim is a child of the victim of spousal assault.

Victim services programs track the following information about their new and ongoing clients:

- Age
- Ethnicity
- Gender and victim type (primary or secondary victim)
- Offence/Incident type

Graph 2.0 shows the number of clients, by age, to whom services were delivered in 2003-2004. 245 adults (88%), 24 youth (9%), three children (1%) and six seniors (2%) received services. Most victim services are being provided to adults, with youth next.

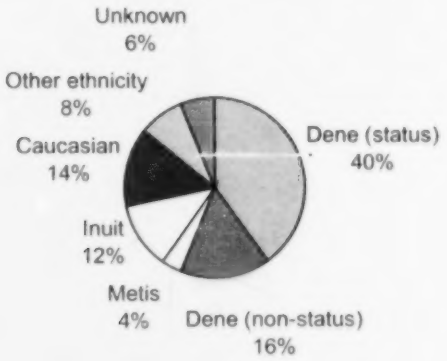
Graph 2.0 Clients by age group, 2003-2004



- Children – birth to 11 years
- Youth – 12 to 17 years
- Adults – 18 to 64 years
- Elders/Seniors – 65 years and up

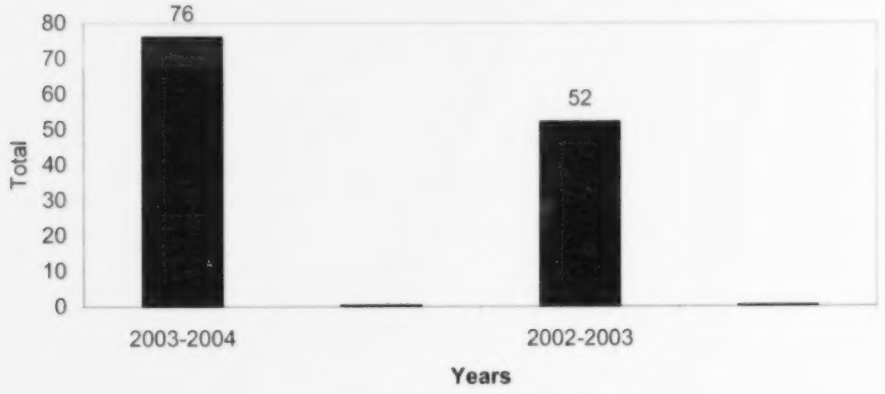
Graph 2.1 further breaks down the clients who received victim services in 2003-2004. These clients were divided as follows: Dene (Status and Non-Status) 156 (56%), Métis 10 (4%), Inuit 33 (12%), Caucasian 40 (14%), Other Ethnicity 22 (8%), and Unknown 17 (6%). The majority of victims using victim services are Dene (Status and Non Status).

Graph 2.1 Clients by Ethnicity 2003-2004



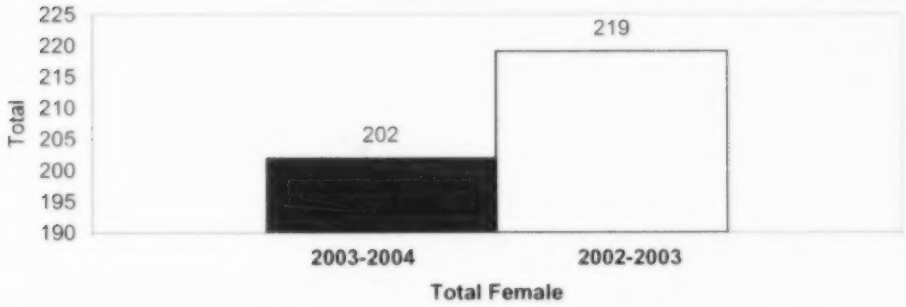
Graph 2.2 shows the number of male clients in 2003-2004 and 2002-2003. In 2002-2003, 52 (19%) male clients used victim services compared to 76 (27%) in 2003-2004. These numbers confirm an increase in the number of males using victim services.

Graph 2.2 Total number of male clients by year



Graph 2.3 shows the changing number of females assisted between 2003-2004 and 2002-2003. In 2002-2003, 219 (81%) of clients were female, compared to 202 (73%) in 2003-2004.

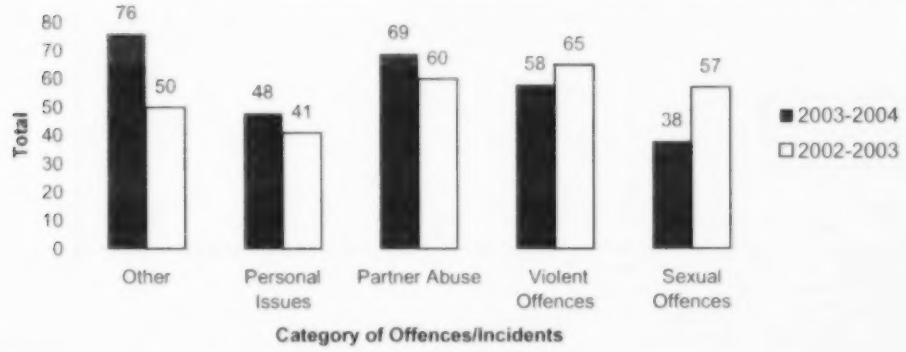
Graph 2.3 Total numbers of female clients by year



Although the total number of female clients served in 2003-2004 was less than the total number served in 2002-2003, female clients, especially Aboriginal female clients, continued to be the largest group served. 73% of the total of new clients served in 2003-2004 were females.

Graph 2.4 displays the reported offences/incidents by type, as reported by clients served, during the years 2003-2004 and 2002-2003.

Graph 2.4 Reported offences/incidents by type and year



'Other' offences include break and enter and uttering threats. 'Violent offences' include assault, assault with a weapon, assault causing bodily harm, homicide/attempted homicide and robbery. 'Partner abuse' includes spousal assault, spousal assault with a weapon and criminal harassment (stalking). 'Sexual offences' include sexual assault, past sexual abuse and residential school abuse.

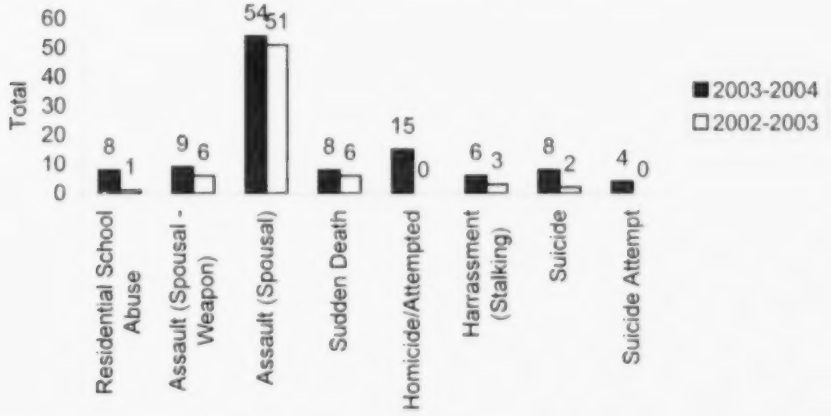
For 2003-2004, the smallest two categories of offences/incidents affecting victim services clients were personal issues and sexual offences. Eighty-six (86) clients (31%) reported offences/incidents from these two categories.

The highest increase in 2003-2004 included Partner Abuse and Other offences. Together these incidents affected 52% of victims served.

Despite a decrease in the number of clients reporting violent offences in 2003-2004, Graph 2.4 shows that victim services clients were most often victims of violence. Violent offences, partner abuse or sexual offences were reported by 165 clients (60%) in 2003-2004.

Graph 2.5 shows the increase in specific offences/incidents, as reported by victims served. Homicide/attempted increased from no offences in 2002-2003 to fifteen (1500% increase) in 2003-2004. Harassment/stalking increased from three to six incidents (100%). Suicide increased 300%, from two incidents in 2002-2003 to eight in 2003-2004. Attempted suicide increased 400% from zero to four in 2003-2004. Residential school abuse increased 700%, from one to eight in 2003-2004. Spousal assault with a weapon incidents increased by 50%, from six to nine.

Graph 2.5 Reported offences by type and year



These numbers demonstrate the shift to services for victims of more serious violence. There is a continuing need for victim services in the NWT.

Conclusion: Victim services primarily assisted female Aboriginal victims of crime but the number of men seeking its services increased.

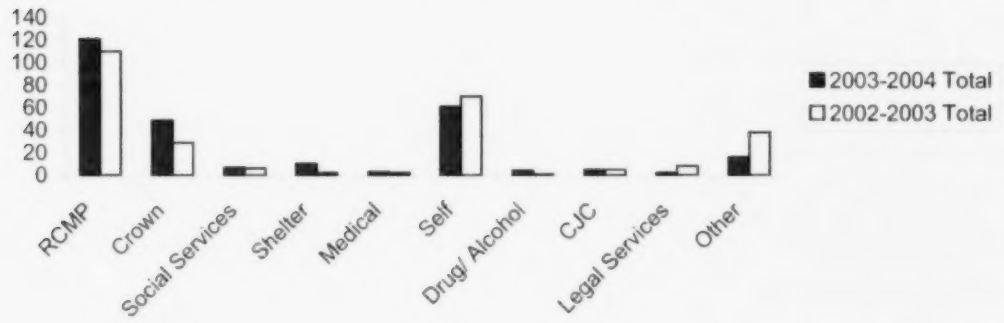
- Victim services served more diverse victims, who were involved in increasingly violent cases and who had a growing complexity of needs.

SECTION 3 Who referred clients to victim services?

In 2003-2004, 278 victims were referred for victim services compared to 271 in 2002-2003, an increase of seven cases.

Graph 3.1 shows that most referrals in 2003-2004 and 2002-2003 were made through the RCMP. The numbers increased slightly between the two years, to 121 (44%) from 110 (41%). The RCMP continues to be the primary referring agency to victim services.

Graph 3.1 Clients by type of referring agency and year



The next largest group making referrals is the victims themselves. In 2002-2003, victims self-referred 70 times while in 2003-2004 there were 61 self-referrals. This decrease may be attributed to an increase in RCMP referrals. Self-referrals display the confidence the public has in the quality of victim services in the NWT.

The Crown has also increased their referrals to victim services from 29 (11%) to 49 (18%).

Others such as the Department of Health and Social Services (seven incidents, 3%) and medical organizations (three incidents, 1%) play a small role in the referral of victims of crime. These small percentages may be the result of unfamiliarity with victim services.

Conclusion: An increase in referrals by other agencies displays their confidence in the ability of victim services to serve victims of crime.

SECTION 4 What kinds of victim services were delivered?

Victim services programs provided referrals, information, assistance and support to victims of crime as described in Table 4.0 below.

Table 4.0 Services offered by victim services programs

Service	*Description*
Information	*Victim services workers provide information to clients about…* • the criminal justice system and processes; • the progress of their case; • the role of the police and Crown counsel; • the recovery of property; • being a witness and what it involves; and • other local resources and types of assistance available.
Practical Assistance	*Victim services workers assist clients with…* • medical forms, offender restitution and Victim Impact Statements; • home security checks; • visiting various agencies and the courts; and • arranging childcare and transportation.
Emotional Support	*Victim services workers help to provide…* • continuous emotional support from the time of first contact throughout the court process and, if necessary, beyond; and • a helping relationship as the client comes to know and trust the worker and feels more comfortable expressing their feelings and concerns.
Court Orientation	*Victim services workers assist clients involved in the court process by…* • familiarizing them with the court setting; • explaining procedures, terminology and the roles of the court personnel; and • accompanying clients to court when necessary.
Community Resources Referrals	*Victim services workers refer clients to outside resources in the community providing…* • medical services; • financial help or child protection; • counselling or mental health services; • transitional housing; and • rehabilitation services

Information was the most common service supplied to victims. In 2003-2004, information was provided 632 times.

The second most common service provided to victims of crime was emotional support. This service was provided 482 times in 2003-2004, an increase of 55 from 2002-2003. Many victims do not have support networks in place to help them cope with the trauma of their victimization; victim services can provide support.

There were 322 consultations with the RCMP in 2003-2004, making it the third highest service provided. These consultations kept victims informed about the status of their cases as they progressed through the justice system.

Table 4.1 shows the average number of occurrences of services provided to each client.

Every client received information 2-3 times, making it the most frequent service. Services provided less frequently in 2003-2004 than in 2002-2003 included crisis intervention and court preparation/accompaniment.

Services at the same level in 2002-2003 and 2003-2004 included Crown consultations and helping clients complete Victim Impact Statements. Increased services in 2003-2004 included consultation with other professionals, transportation and advocacy.

Referrals, emotional support and consultations with the RCMP were provided on average to every client 1-2 times.

In 2003-2004 each client received direct services approximately nine times compared to seven times in 2002-2003. These results show that victim services are doing more.

Table 4.1 Service delivery by services per client, by year

Service	Occurrences/Client		Approximate Frequency
	2003-2004	2002-2003	
Information	2.3	2.1	Every client, 2 to 3 times
Referral	1.0	0.9	Every client, 1 time
Crisis Intervention	0.2	0.3	1 in 5 clients
Emotional Support	1.7	1.6	Every client, 1 to 2 times
Court Prep/Accompaniment	0.3	0.4	1 in 3 clients
Consultation w. RCMP	1.2	1.0	Every client, 1 to 2 times
Consultation w. Other	1.0	0.8	Every client once
Consultation w. Crown	0.6	0.6	2 in 3 clients
Transportation	0.3	0.1	1 in 3 clients
Advocacy	0.1	0.0	1 in 10 clients
VIS–Help client complete	0.2	0.2	1 in 5 clients
All Services Delivered, 2003-2004	**8.9**		**Every client 9 times**
All Services Delivered 2002-2003		**7.1**	**Every client 7 times**

Conclusion:
- The most frequently obtained services included information, emotional support, consultations with RCMP and referrals.
- Victims required direct services as cases moved through the criminal justice system from the time of the offence through the investigation, prosecution and sentencing.

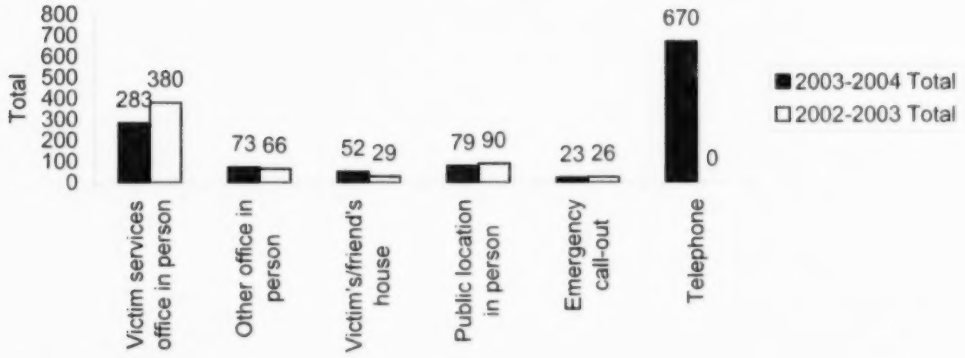
SECTION 5 In what settings were victim services provided?

It is impossible to predict when a victim is going to require help from Victim Services. Therefore, it is essential that this program offer an assortment of options for victims to access. Victim Services is a flexible program that offers a number of choices for the setting in which services are delivered.

Graph 5.0 shows 2003-2004 victim services activities:

- 670 telephone contacts were made between the victim and victim services. This was the most common way of contacting victims of crime accounting for 56.7% of all contacts.
- 283 personal contacts (32.3%) were conducted in victim services offices. Although there were 97 fewer contacts than in 2002-2003, victim services are increasing the length of time of service delivery and are delivering more services during each contact visit.
- 79 personal visits occurred in a public setting, accounting for 6.6% of all contacts made with a victim. In 2002-2003, 90 public contact visits were made. The practice of contact with victims in a public setting declined. This decline can be countered by the fact that victims appreciate a high degree of privacy and therefore prefer many of their contacts to be in more discreet settings, such as a friend's house.
- Less frequently used methods of contact that are increasing in popularity include 73 (0.6%) personal visits in other offices, up nine (11%) occurrences from last year; and 52 (4.4%) visits at the victim's/friend's house, up 23 (79%) incidents from last year. Victim services accommodate victims' needs by providing options for meeting outside the office.

Graph 5.0 Client contacts by setting and year*



*In 2002-2003, telephone contacts were not reported.

Table 5.1 shows the 2003-2004 contact frequency per client of the different face to face contact settings described above. The most frequently used method of contact was visits to the victim services office, on average one contact per client. Victim needs are being met with fewer contacts that deliver more services.

Table 5.1 Frequency of Contacts per Client by Setting, 2003-2004

Setting	Contacts/Client	Approximate Frequency
Victim Services Office	1.0	Every client 1 to 2 times
Other Office	0.3	1 in 3 clients
Victim's/Friend's House	0.2	1 in 5 clients
Public Location	0.3	1 in 3 clients
Emergency Call Out	0.1	1 in 10 clients
All Contacts	1.9	Every client 1 to 2 times

Less frequently used settings for personal contact included another office (0.3 contacts per client), victim's/friend's house (0.2 contacts per client), public location (0.3 contacts per client) and emergency call out (0.1 contacts per client). Victim services are flexible in their ability to meet with victims in settings that increase the comfort level of the client.

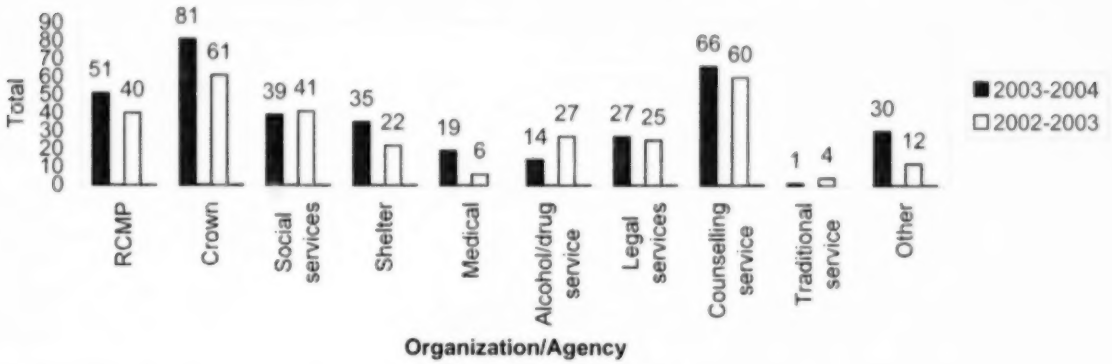
Conclusion: Victim services continued to be flexible in the choice of settings in which services were delivered to victims of crime.

SECTION 6 To what other organizations and agencies were victims of crime referred?

Victims of crime, particularly violent crime, often needed help that could only be provided by multiple organizations. In order to meet the needs of the victims of violent crimes, victim services referred victims to other agencies within the community that specialized in different services.

Graph 6.0 shows the range of organizations/agencies that were available to victims of crime to meet their needs.

Graph 6.0 Client referrals by organization/agency type and year



Counselling services assisted victims of violent crimes in dealing with their trauma. In 2003-2004, 66 referrals were made to counselling services (18%). The RCMP received 51 referrals (14%) from victim services in 2003-2004. There were 81 Crown referrals (22%) given to victims in 2003-2004. In total, 132 referrals (36%) were made to the RCMP and Crown, which assisted with keeping the victims informed about the progress of their case through the criminal justice system. Referrals to the RCMP and the Crown increased by 11 and 20 respectively from 2002-2003.

Victim services made 107 referrals to social service organizations in 2003-2004, including:

- 39 referrals (11%) to GNWT Social Services, which provided counselling services in some of the more remote communities;
- 35 referrals (10%) to shelters for cases involving domestic violence, including victims and children who needed safety and security from violence, an increase from 22 in 2002-2003 to 35 in 2003-2004;
- 19 referrals (5%) to medical services for victims requiring immediate or ongoing medical care, an increase of 13 from 2002-2003;
- 14 referrals (4%) to alcohol and drug services for victims who turned to alcohol and drug abuse to cope with the trauma of victimization; and
- 27 referrals (7%) to legal services, for representation that was essential to victims who found themselves involved in both criminal and civil matters, such as custody and financial support.

Thirty additional referrals (8%) were made to other agencies and one (0.2%) to traditional services for a total of 31 referrals (9%) in 2003-2004. 'Other' agencies may include Correctional Services of Canada, which enlisted to provide information to the

victim about the status of the offender after sentencing. Traditional services may include the use of elders to help with the healing and recovery of victims of violent crime.

Referrals given to shelters increased by 13, from 22 in 2002-2003 to 35 in 2003-2004. Medical referrals increased by 13 from 2002-2003 and 'other' had 18 more referrals in 2003-2004. Referrals to shelters and medical services are often necessary in cases of spousal assault, an offence that affected a greater number of victim service clientele in 2003-2004.

Table 6.1 shows the frequency per client of referrals to organizations and agencies for the years 2003-2004 and 2002-2003.

Table 6.1 Frequency of Referrals per Client by Organization/Agency Type, 2003-2004 and 2002-2003

Organization/Agency Type	*Referrals per Clients 2002-2003*	*Referrals per Clients 2003-2004*	*Approximate Frequency 2002-2003*	*Approximate Frequency 2003-2004*
RCMP	0.1	0.2	1 in 10 clients	1 in 5 clients
Crown	0.2	0.3	1 in 5 clients	1 in 3 clients
GNWT Social Services	0.2	0.1	1 in 5 clients	1 in 10 clients
Shelter	0.1	0.1	1 in 10 clients	1 in 10 clients
Alcohol/Drug Service	0.1	0.1	1 in 10 clients	1 in 10 clients
Medical	0.0	0.1	0 clients	1 in 10 clients
Legal Services	0.1	0.1	1 in10 clients	1 in 10 clients
Counselling Services	0.2	0.2	1 in 5 clients	1 in 5 clients
Other	0.0	0.1	0 clients	1 in 10 clients
All Organizations/Agencies	**1.0**	**1.3**	**Every client 1 time**	**Every client 1-2 times**

Conclusion: Victim services has strength in their partnerships through referrals to other professionals.

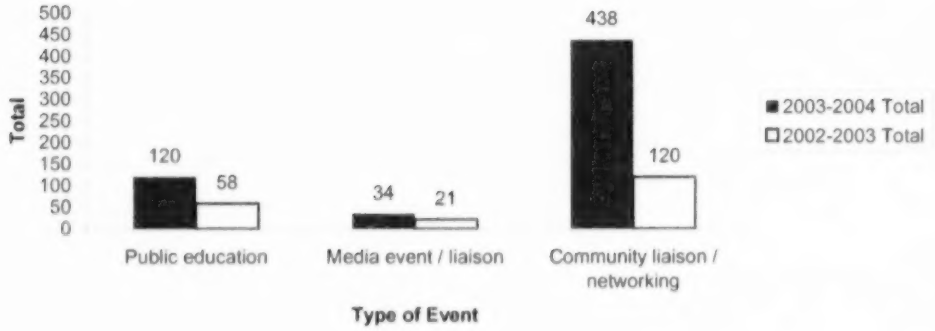
- The increase in frequency of referrals provided per client demonstrates victim services' ability to meet the complex needs of crime victims.
- Victim services is becoming a more established part of the network of human services in the NWT.

SECTION 7 In what types of community activities were victim services involved?

Victim services community activities include public education, media events and networking. The goal of these activities is improving the coordination and delivery of services to victims of crime. Through community activities victim services work with others to build community process, structures, and protocols to better serve victims of crime.

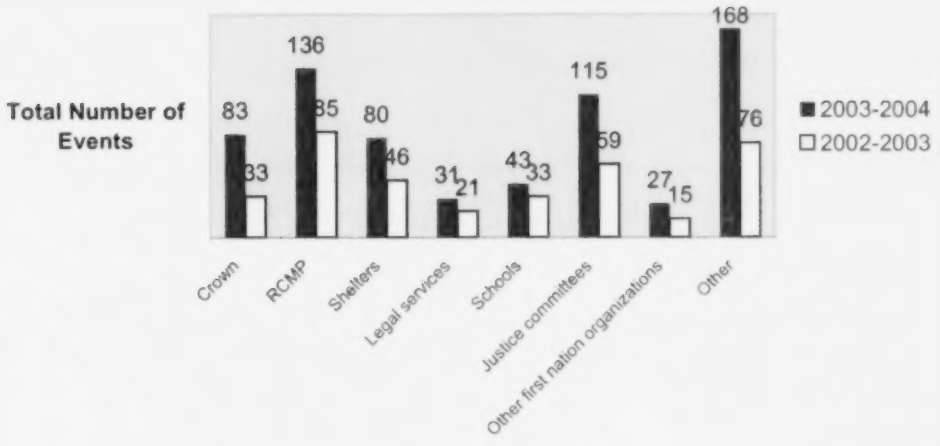
Graph 7.1 compares the rate of community activities in 2003-2004 and 2002-2003. In 2003-2004, community liaison/networking events increased by 265% from 120 to 438. Public education also increased in volume by 107% (120 occurrences). Finally, media events/liaisons increased by 62%, from 21 occasions to 34 in total for 2003-2004.

Graph 7.1 Community events by type and year



In order to improve the coordination and delivery of services to crime victims, victim services must work with other organizations. Graph 7.2 shows the frequency with which victim services conducted community activities with various organizations.

Graph 7.2 Occurrences of cooperation with other agencies in community events by year



To make a community event successful, different organizations must work together. In 2003-2004, inter-agency cooperation in community events increased from 2002-2003.

In 2002-2003, victim services conducted most of their community activities with the RCMP (85 or 17% of total). In 2003-2004, although activities with the RCMP increased, victim services primary partners for community events were in the 'Other' group, 168 partnerships or 21% of the total. This group included agencies such as Aurora College in Inuvik, the Coalition Against Family Violence in Yellowknife, the Family Support Centre in Hay River and the Hope Group in Fort Smith.

Victim services were also doing more work with justice committees. Victim services helped justice committees by providing victim support at diversion hearings or by educating the committees about victim issues and concerns. Victim services contacts with justice committees increased from 59 to 115, 56 contacts.

The relationship between victim services and community justice was particularly strong in Inuvik where the Inuvik Justice Committee was the sponsoring organization for Inuvik Victim Services.

Conclusion: In 2003-2004 victim services strengthened its partnerships with other community agencies, increasing its networking activities and cooperating more with other agencies in community events.

- These strengthening partnerships resulted in an increase of referrals from primary referring agencies.

SECTION 8 What roles did volunteers play in providing victim services?

In 2003-2004, six program coordinators/workers and 34 volunteers provided information, support, assistance and referrals to victims of both, reported or unreported crimes. This number increased from six staff and 12 volunteers in 2002-2003.

Victim services volunteers formed a network of trained individuals who provided services after hours, assisted with service delivery during regular hours and participate in community activities. Program coordinators were responsible for volunteer recruitment, screening, training and management.

Table 8.0 shows time logged by victim services volunteers. This increased by 2032.5 hours (468%) to 2,466.5 volunteer hours in 2003-2004. *

The majority of the 2466.5 hours were spent as:

- 2,204 hours (89%) on-call hours so volunteers were continually available for call outs from the RCMP;
- 157 hours (6%) in training or conferences;
- 40 hours (2%) team meetings and debriefing;
- 22.5 hours (1%) in court preparation/accompaniment;
- 18 hours (1%) in direct services;
- 10 hours (0%) dedicated to office administration;
- 3 hours (0%) in Victim Impact Statement preparation; and
- 12 hours in other activities.

*Due to changes in reporting, on call time was recorded in 2003-2004, a total of 2204 hours (89%), but not recorded in 2002-2003.

Including direct services, court preparation/accompaniment, victim impact statement preparation and help in court, victim services volunteers provided more hours of service to crime victims in 2003-2004, a total of 43.5 hours compared to 39 hours in 2002-2003.

In 2003-2004, victim services volunteers spent less time in team meetings and conferences (197 hours) than in 2002-2003 (390 hours).

Finally, 2003-2004 figures show victim services volunteers spent more time in administrative (10 hours) and 'other' activities (12 hours) than in 2002-2003 when they spent two hours in administration and four hours in other activities. Victim services volunteers' other activities included fundraising for victim service programs.

Table 8.0 Volunteer Hours Logged by Type of Activity

Type	2002-2003	2003-2004	Difference
Direct Services	24 or 6%	18 or 1%	-25%
Court Preparation/Accompaniment	12 or 3%	22.5 or 1%	+88%
VIS Preparation	2 or 0.5%	3 or 0%	+55%
VIS Help in Court	1 or 0%	0 or 0%	-100%
Office Administration	2 or 0%	10 or 0%	+400%
Team Meetings/Debriefings	64 or 15%	40 or 2%	-38%
Training or Conferences	325.5 or 75%	157 or 6%	-52%
On-call Hours	N/A	2204 or 89%	+89%
Other	3.5 or 1%	12 or 0%	+243%

Conclusion: Volunteers assisted crime victims by undertaking a broad range of program duties.